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U. S. COAST GUARD PACIFIC AREA
COAST GUARD ISLAND, ALAMEDA CA

U. S. Coast Guard Pacific Area Ombudsman Newsletter

Fall 2013 Edition

Read more to find out about your Ombudsmen's activities this quarter! Thank you for your continued support of the Ombudsman Program!

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PACAREA Ombudsman Coordinator



Ombudsman Appreciation!

The Ombudsmen always have a busy summer, and this quarter was no exception. In the midst of outreach, deployment and homecoming support, professional development, and other daily duties, the Ombudsmen had the chance to receive some much-deserved recognition!

The annual Family Readiness Volunteer Appreciation Ceremony and Luncheon was held in September. Coast Guard and Navy Ombudsmen, USMC Family Readiness Volunteers, and Army and Air Force Key Spouses are invited to attend this event in their honor, held at the Sheraton Harbor Island in San Diego. They are formally recognized for their selfless service, with certificates of appreciation, gifts, door prizes, and a great meal to share with their command leadership, fellow spouse volunteers, and program sponsors. Participation from the Coast Guard has grown every year. The Colorguard for this year's luncheon was provided by the Sector San Diego Coast Guard, and among those in attendance were VADM Paul Zukunft

(PACAREA)'s wife, Fran DeNinno-Zukunft.

The Coast Guard's official Ombudsman Appreciation Day is March 26th.

Story contributed by Jen Conole, D11S Ombudsman Coordinator



2013 Ombudsman/FRV Recognition

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Mrs. Fran DeNinno-Zukunft and VADM Paul Zukunft



Meet Your Ombudsmen Coordinators

If you have questions about how to contact your Ombudsman, or are interested in starting an Ombudsman program at your unit, contact the Ombudsman Coordinator for additional information and go to www.uscg.mil/ombudsman_cadre_toolkit

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We had to say goodbye this past quarter to Jen Conole, the District 11 South Ombudsman Coordinator and Transition/Relocation Manager for the Work-Life office. She has departed to accompany her husband on orders to Newport, Rhode Island. Her replacement will have big shoes to fill., as Jen was very active in the ombudsman program!



Ombudsman Activities and Outreach around the Area

The Ombudsmen were extremely active this quarter! With homecoming events, family nights, community resource fairs, and more, the Ombudsmen were busy ensuring families are familiar with the support programs available to them, and know how to get in touch with their Ombudsman.

D11 South: In the past quarter the Los Angeles-area Ombudsmen hosted a resource table at the annual CG Day morale event held at Base San Pedro. Danielle Hartung (MSST 91103 and Sector LA/LB), Sarah Wilson (Base LA/LB), and Heidi Brostowicz (Base LA/LB).

Also a Spouse Networking Night was held at the Sector San Diego pavilion, and Amanda Satter (MSST 91103 and USCGC Sherman), Sonya McGough (PACTACLET), Kimberly Cochran (Sector San Diego), Stephanie Stricklen (USCGC Boutwell), Veronica Case (USCGC Boutwell), and Christie Irvine (USCGC Boutwell) represented the San Diego

area Ombudsmen. In San Pedro, the event was held in the Chiefs' Mess at Base LA/Long Beach. Ombudsmen Danielle Hartung (Sector LA/LB), Sarah Wilson (Base LA/LB), and Heidi Brostowicz (Base LA/LB), were in attendance, along with the Sector LA/LB Deputy, CAPT Jennifer Williams.

Also in August in San Diego, the annual Ombudsman Resource Fair was held on the Navy base. More than 70 military support programs attended to provide valuable resources for the area Navy and USCG Ombudsmen. Several USCG Ombudsmen attended, taking this opportunity to pad their resource binders with helpful information to share with families.

In September, Lincoln Military Housing in Seal Beach held their annual Community Expo, and the neighborhood Ombudsmen took this opportunity to connect with their fellow Ombudsmen with the other services, and provide an information booth. Danielle Hartung

(MSST 91103) and Heidi Brostowicz (Base LA/LB) represented the Coast Guard Ombudsman program at this community event, connecting with families living in the Seal Beach military housing neighborhood.

D11 North: Sector Humboldt Bay doubled their Ombudsman workforce to two! Adding Hannah Bouslough to team with Alicia Reed to cover ALL Sector units. A very effective coverage of all Sector units. And their families.

At TRACEN Petaluma, Natasha Reed and Krysti Pereira created a Welcome Aboard Guide for Members and their Families that serves as a model guide of resources and local information.

Base Alameda held their quarterly Operational Mission Deployment Briefing with new ombudsman Emily Garris (CGC WAESCHE) presenting. She also serves as the Hometown Coordinator for the United Through Reading program for CGC WAESCHE.



D13: Seattle is homeport to several cutters, a Base, Sector, and PSU. It also has a large numbers of remote units that could make staying connected difficult. Base Seattle hosted a well attended CGOT course bringing together new ombudsmen allowing Amy Lee (D13 Staff) to hold the first Community of Practice meeting for the District.

D14: The Fourteenth District sadly had to say goodbye to their friends RADM Charles Ray and his wife Donna (although we are quite happy to have them here with us in PACAREA Command) and welcomed their new D14 Commander RADM Cari Thomas and her husband, Gary. D14 hosted ombudsman training for their newest ombudsmen from around the District including one from Guam. Ombudsman Christine Cole, a.k.a. "The Cookie Lady" (D14 Staff) attended training and held the first Community of Practice meeting during a working lunch on day two of training. Christine also publishes the "Ohana Newsletter."

D17: The CGOT course in Juneau AK brought together 14 Alaska ombudsmen, leadership spouses, and trainers for a networking and training program followed by a spouses welcome and Ombudsman appreciation at RADM Thomas Ostebo and his wife, Renee. Over 30 people were present to greet new spouses and share experiences from around the state.



COs Ask—What is the difference between the Spouses' Club and Ombudsmen?

Question: When it comes to the shoreside non-deployable units, COs and OICs want to know why they need an ombudsman if their spouses clubs are already holding welcome events and getting out a Newsletter: **Answer:** Ombudsmen are specially trained to communicate on official channels and mandated to report incidences of family violence, child abuse or neglect, sexual assault, suicide ideation or homicidal threats, and other issues as required by the command. Ombudsmen help to control rumors by working closely with health, safety and work-life and other command reps to provide official communications on Tricare, education, work-life, mutual assistance, tuition assistance, medical, MWR, and other programs. Ombudsman should be involved with contingency operations and have specific roles in a

disaster or other emergency event.



Spouses contribute to the ombudsman program and both bring value to the command, but their roles are distinct and different. Even a strong, knowledgeable, and resourceful spouses club cannot replace an ombudsman due to the nature of the communications between the command and the Ombudsman.

Question: What is a good way to bring understanding of the different roles to the commands, spouses clubs and ombudsmen?

Answer: CGOT Training. During the September 2013 Ombudsman training in Juneau, AK, Mrs. Mary Vogt, spouse of the 17th District Chief of Staff aptly stated, "The relationship building that occurs between ombudsmen and senior leadership spouses is vital to establishing and maintaining a strong Ombudsman program. The relationship creates open lines of communication and improves the effectiveness of the Ombudsman and the unit commander while providing assistance to Coast Guardsmen and their families." Mrs. Renee Ostebo, spouse of the 17th District Commander, and Mrs. Carin Jackson, spouse of the Base Ketchikan Commanding Officer, agreed.

Community of Practice (CoP)

The District Community of Practice (CoP) exists to support the appointed ombudsmen. It is not a policy-making or supervisory entity. The CoP is a forum for sharing and exchanging successful ombudsman practices and may serve as a venue for ongoing training. District CoP's are attended by ombudsmen to represent their commands and families, and by command leadership, CMC's, and spouses. District Commander's appoint their chairpersons. To recommend agenda items or topics of concern, contact your CoP Chairperson.

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D13: Amy Lee cgd13ombudsman@gmail.com

D14: Christine Cole d14ombudsman@gmail.com

D17: Mr. Clint Watanabe

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Upcoming Training & Events...

Base Alameda: CGOT Training 0800-1600
Wed/Thurs Nov 20-21, 2013.

TRACEN Petaluma: CGOT Training 0800-1600
Sat/Sun Jan 25-26, 2014.

Sign up for either class with John Schempf at john.w.schempf@uscg.mil or by calling (707) 765-7045.

